

## Amendments to the Specification

Please replace paragraph [0023] with the following rewritten paragraph:

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concl* [0023] To provide some example scenarios in which the present invention may be employed, referring now to Fig. 1B[[2B]], the switching system 20 might include an automatic call distribution (ACD) system 20a for handling and routing of telephone calls, an interactive voice response (IVR) system 20b for providing preliminary customer service, an electronic mail server 20c for handling and routing of electronic mail, and a web server 20d for providing information and receiving requests from customers.

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